

## CALL MANAGEMENT SERVICES

### 3. APPLICATION OF RATES AND CHARGES

- 3.1 The Telephone Company may change the monthly rates or charges upon thirty days written notification to the Commission prior to the change. The current monthly rates and service charges will be contained in price lists furnished to the Oklahoma Corporation Commission.
- 3.2 During promotional periods, the Telephone Company may offer special incentives (e.g., waive all or part of the monthly rate and/or service charge for a specified period of time.) Promotions are defined in 4. following.
- 3.3 The rates are in addition to the established rates for the associated services.
- 3.4 There can only be one Call Management discount package per customer line.
- 3.5 Moves and Changes
- A. The service charge applies when the customer's telephone number or PNS number is changed for the customer's convenience.
  - B. The service charge will not apply on outside moves of service if there is no telephone number change.
  - C. The service charge will apply when changing Speed Calling from the 8 Code capacity to the 30 Code capacity or vice versa.
  - D. Where facilities permit, customers may change Speed Calling codes from their premises at no charge. A service charge will apply per line where the Speed Calling codes are changed by the Telephone Company at the customer's request. Where facilities do not permit the customer to make changes in Speed Calling Codes, no service charge will apply for such changes made by the Telephone Company.
  - E. The service charge will apply, for customers subscribing to Call Forwarding-Busy Line or Call Forwarding Don't Answer, when the forwarded to number or the customer designated number of rings is changed for customer's convenience.
  - F. For the services in Section A of the price sheet: When a single service is ordered, the "first" (monthly) service rate applies. When multiple services are ordered, one "first" (monthly) service rate applies and the "additional" (monthly) service rate applies to the remaining services. The services are listed in priority order, (i.e., if multiple services are ordered they will be priced in the order appearing on the price sheet).
- (AT) 3.6 The Telephone Company reserves the right to provide certain Call Management services without charge to customers participating in a "Consumer Panel" for market research purposes. Non-recurring service charges and recurring monthly rates would be waived only for the Call Management services designated by the Telephone Company as pertinent to the research and only for the duration of the customer's participation in the Consumer Panel. As a condition to participating in the Consumer Panel, these customers will be obligated to give specific feedback on the services to the Telephone Company. Customers will be selected by the Telephone Company to represent a cross section of the Oklahoma customers.
- (AT)

# CALL MANAGEMENT SERVICES

## 3. APPLICATION OF RATES AND CHARGES (Continued)

### 3.7 Rates & Charges

<u>Services</u>	<u>USOC</u>	<u>Rates and Service Charges</u>
Call Waiting	ESX	Rates and charges, including service charges, are found on the current price list. (1)
Call Forwarding	ESM	
Three Way Calling	ESC	
Speed Calling 8	ESL	
Speed Calling 30	ESF	
Call Forwarding-Busy Line	EVB	
Call Forwarding-Don't Answer	EVD	
Call Forwarding-Busy Line/Don't Answer	E5E	
Remote Access to Call Forwarding	RC3	
Call Blocker	NSY	
Call Return	NSS	
Priority Call	NSK	
Auto Radial	NSQ	
Selective Call Forwarding	NCE	
Call Trace	NST	
ComCall	E1N	
Personalized Ring		
One Dependent DN	DRS	
Two Dependent DN's		
1st Dependent DN	DRS1X	
2nd Dependent DN	DRS2X	
Simultaneous Call Forwarding	ESD	
Caller ID - Calling Number Delivery	NSD	
Caller ID - Calling Name Delivery	NMP	
Caller ID Credit	NNK	
Caller ID Value Package Plus	RCRCS	
Caller ID Value Package	RCRPD	
THE WORKS	NLUXG	
THE WORKS PLUS	OS3	
THE WORKS (without Caller ID)	NLUXH	
(AT) THE WORKS (without Call Waiting)	NLUYJ	
(AT) THE WORKS (without Caller ID and Call Waiting)	NLUYK	
BizSaver - A	NLRBD	
BizSaver - B	NLRBE	
BizSaver - C	NLRBF	
(AT) BizSaver - D	NLUBZ	
Preferred Number Service		
With Unique Ring	PWN	
Without Unique Ring	P6N	

## 4. PROMOTIONS

The company may, from time to time, engage in promotions to increase customer awareness and/or customer subscribership of these services. Promotions are limited to (1) reductions in the monthly recurring charges and/or non-recurring charges for these services or, (2) waiver of monthly recurring charges and/or non-recurring charges for these services. Individual promotions are limited to ninety (90) days in duration. The company shall notify the Director of the Public Utility Division thirty (30) days prior to offering such promotions.

(1) This exception to OAC 165:55-5-10 of the Telephone Rules was approved in Cause No. PUD 000519, Order No. 326993 dated June 14, 1988; Cause No. PUD 000796, Order No. 344883 dated February 12, 1990 and Cause No. PUD 940000302, Order No. 382804, dated April 22, 1994.

**RESIDENCE SERVICE**

A. Monthly Subscription, Per Line			Monthly Rate		Service Charge
Discounts may apply with multiple services ordered.		USOC	First	Additional	(1)(2)(3)
(CT)	Caller ID - Calling Number Delivery (4)(5)(6)	NSD	\$6.50	\$6.50	\$11.00
(NR)	Caller ID - Calling Name Delivery (6)(7)	NMP	6.50	6.50	11.00
	Call Return	NSS	3.00	3.00	11.00
	Call Waiting	ESX	3.00	3.00	11.00
	Call Blocker	NSY	3.00	2.00	11.00
	Call Forwarding	ESM	3.00	2.00	11.00
	Remote Access Call Forwarding	RC3	1.00	1.00	11.00
	Three Way Calling	ESC	3.00	2.00	11.00
	Auto Redial	NSQ	3.00	2.00	11.00
	Speed Calling 8	ESL	3.00	2.00	11.00
	Priority Call	NSK	3.00	2.00	11.00
	Selective Call Forwarding	NCE	3.00	2.00	11.00
B. Monthly Subscription, Per Line			Monthly	Service Charge	
No discounts for purchasing multiple services.		USOC	Rate	(1)(2)(3)	
	Speed Calling 30	ESF	4.80	11.00	
	Call Forwarding-Busy Line	EVB	.75	11.00	
	Call Forwarding-Don't Answer	EVD	.75	11.00	
	Call Forwarding-Busy Line/Don't Answer	E5E	1.00	11.00	
	ComCall	E1N	2.00	11.00	
	Personalized Ring				
	One Dependent DN	DRS	4.00	11.00	
	Two Dependent DNs		6.00	11.00	
	1st Dependent DN	DRS1X			
	2nd Dependent DN	DRS2X			
	Simultaneous Call Forwarding	ESD	4.80	11.00	
(C)	Preferred Number Service				
	With Unique Ring	PWN	4.95	11.00(8)(9)(10)	
(C)	Without Unique Ring	P6N	3.95	11.00(8)(9)(10)	
C. Monthly Subscription, Per Line Package Discounts			Monthly		
		USOC	Rate		
(NR)	Caller ID Credit (6)	NNK	(\$5.75)		
(FC)	Caller ID Value Package (11)(12)	RCRPD	(2.55)		
(NR)	Caller ID Value Package Plus (12)(13)	RCRCS	(8.55)		
(CR)	THE WORKS (9)	NLUXG	(19.00)		
(FC)	THE WORKS (without Caller ID)(12)(14)	NLUXH	(6.00)		
(NR)	THE WORKS PLUS (15)	OS3	5.00		
D. Monthly Subscription, Per Line Charge Per Use			Successful	Service	Service
		USOC	Trace	Establishment	Charge
	Call Trace (1)(2)(3)	NST	\$8.00	\$2.00	\$11.00

- (1) The service charge will apply when the customer's telephone number is changed for the customer's convenience, except when ordered or changed at the same time as other Call Management features.
- (2) The service charge will not apply on outside moves of service if there is no telephone number change.
- (3) Only one service charge is applicable when ordered with other Call Management Services.
- (4) Per Commission Order 364325, signed March 30, 1992, in Cause No. PUD 001027, the service charge should be waived during the first 90 days after Caller ID is introduced in an exchange.
- (5) After the introductory period, the service charges should not exceed \$11.00 for residential customers.
- (AT) (6) If Caller ID-Calling Number Delivery and Caller ID-Calling Name Delivery are purchased together, the customer receives the Caller ID Credit shown above.
- (7) The service charge should be waived for first 90 days after Caller ID-Calling Name Delivery is introduced in an exchange.
- (C) (8) If the customer requests to change the number to which calls are forwarded, a service charge applies.
- (9) The subsequent addition of Unique Ring will require a service charge.
- (C) (10) The service charge for Preferred Number Service applies in addition to the service charge for other services established on the same line.
- (AT) (11) The rates and charges for the individual features apply as appropriate. In addition, the package discount, or monthly rate is applied as a credit to the customer's account.
- (12) If Caller ID-Calling Number Delivery is purchased with Call Return and Call Blocker, the customer receives the Caller ID Value Package credit shown above. This credit supersedes the Caller ID Credit.
- (13) If Caller ID-Calling Number Delivery and Caller ID-Calling Name Delivery are purchased with Call Return and Call Blocker, the customer receives the Caller ID Value Package Plus credit shown above. This credit supersedes the Caller ID Credit.
- (AT) (14) Available only to customers who cannot have Caller ID for technological reasons.
- (AT) (15) This rate is in addition to the rates and charges for THE WORKS.

**BUSINESS SERVICE**

A. Monthly Subscription, Per Line		Monthly Rate		Service Charge
Discounts may apply with multiple services ordered.		<u>USOC</u>	<u>First</u> <u>Additional</u>	<u>(1)(2)(3)(4)</u>
Caller ID-Calling Number Delivery (5)(6)(7)	NSD	\$8.50	\$8.50	\$23.00
Caller ID-Calling Name Delivery (5)(6)(7)(8)	NMP	8.50	8.50	23.00
Call Forwarding	ESM	4.80	4.80	23.00
Remote Access Call Forwarding	RC3	2.75	2.75	23.00
Call Waiting	ESX	4.80	2.40	23.00
Three Way Calling	ESC	4.80	2.40	23.00
Call Return	NSS	3.00	2.00	11.00
Priority Call	NSK	3.00	2.00	11.00
Selective Call Forwarding	NCE	3.00	2.00	11.00
Auto Redial	NSQ	3.00	2.00	11.00
Call Blocker	NSY	3.00	2.00	11.00
Speed Calling 8	ESL	4.80	2.40	23.00

**B. Monthly Subscription, Per Line**  
No discounts for purchasing multiple services.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service Charge</u> <u>(1)(2)(3)(4)</u>
Speed Calling 30	ESF	\$6.00	\$23.00
Call Forwarding-Busy Line	EVB	3.00	23.00
Call Forwarding-Don't Answer	EVD	3.00	23.00
Call Forwarding-Busy Line/Don't Answer	E5E	4.00	23.00
ComCall	E1N	2.50	23.00
Personalized Ring			
One Dependent DN	DRS	7.00	23.00
Two Dependent DNs		10.00	23.00
1st Dependent DN	DRS1X		
2nd Dependent DN	DRS2X		
Simultaneous Call Forwarding	ESD	4.80	23.00

**C. Monthly Subscription, Per Line**  
Package Discounts

	<u>USOC</u>	<u>Monthly Rate</u>
BizSaver A (9)	NLRBD	(\$4.00)
BizSaver B (9)(10)	NLRBE	(4.00)
BizSaver C (9)	NLRBF	(4.00)
(AT) BizSaver D (9)(10)	NLUBZ	(4.00)
Caller ID Credit (7)	NNK	(8.00)
(AT) THE WORKS (9)	NLUXG	(26.75)
THE WORKS (without Caller ID) (9)(11)	NLUXH	(9.75)
(AT) THE WORKS (without Call Waiting (9)	NLUYT	(24.35)
THE WORKS (without Caller ID and Call Waiting) (9)(11)	NLUYK	(7.35)

**D. Monthly Subscription, Per Line**  
Charge Per Use

	<u>USOC</u>	<u>Successful Trace</u>	<u>Service Establishment</u>	<u>Service Charge</u>
Call Trace (1)(2)(3)	NST	\$8.00	\$2.00	\$11.00

- (1) The service charge will apply when the customer's telephone number is changed for the customer's convenience, except when ordered or changed at the same time as other Call Management features.
- (2) The service charge will not apply on outside moves of service if there is no telephone number change.
- (3) Only one service charge is applicable when ordered with other Call Management Services.
- (4) The highest service charge will be applied based upon services ordered.
- (5) Per Commission Order 364325, signed March 30, 1992, in Cause No. PUD 001027, the service charge should be waived during the first 90 days after Caller ID is introduced in an exchange.
- (6) After the introductory period, the service charges should not exceed \$23.00 for business customers.
- (7) The rates and charges for the individual features apply as appropriate. In addition, the package discount, or monthly rate is applied as a credit to the customer's account.
- (8) The service charge should be waived for the first 90 days after Caller ID-Calling Name Delivery is introduced in an exchange.
- (9) The rate and charges for the individual features apply as appropriate. In addition, the package discount, or monthly rates is applied as a credit to the customer's account.
- (CT) (10) If Caller ID-Calling Number Delivery and Caller ID-Calling Name Delivery are purchased in BizSaver B or D, both the Caller ID Credit and the BizSaver credit apply.
- (AT) (11) Available only to customers who cannot have Caller ID for technological reasons.

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Southwestern Bell Telephone Company  
Dallas, Texas  
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**CALL MANAGEMENT SERVICES**

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**EL PASO COUNTY ONLY**

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### CALL MANAGEMENT SERVICES

#### 1. Custom Calling Services - General Regulations

1.1 Custom Calling Services are optional telephone service arrangements which provide one or more of the following features:

##### 1.1.1 Call Waiting

Alerts a customer who is using his telephone that another caller is trying to reach him. Where facilities permit, Call Waiting subscribers may cancel (deactivate) Call Waiting for the duration of one call by dialing a 3- or 4-character access code. Call Waiting is automatically reactivated for the next originating or terminating call.

##### 1.1.2 Call Forwarding {1} {2}

Permits the customer to forward incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of toll charges for each call between his Call Forwarding-equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

##### 1.1.3 Selective Call Forwarding {1} {2} {3}

Permits the customer to forward incoming calls from previously specified telephone numbers to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The customer can create a list of telephone numbers by dialing an activation code. SWBT's equipment will screen incoming calls against the customer's list and forward only calls from those telephone numbers on the list. The customer is responsible for the payment of toll charges for each call between his Selective Call Forwarding-equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards. (C)

##### 1.1.4 Simultaneous Call Forwarding {2}

Used in conjunction with Call Forwarding, permits a customer to transfer incoming calls simultaneously between switching entities. The number of calls transferred simultaneously is limited to the number of hunting lines/trunks subscribed to by the customer at the originating end. Simultaneous Call Forwarding is limited to customers served by No. 1 or 1A Electronic Switching Systems and may be established only on another line which is not part of the hunting group.

- {1} A customer may subscribe to both Call Forwarding and Selective Call Forwarding features. However, both features may not be activated at the same time.
- {2} Features with Call Forwarding capabilities cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.
- {3} The maximum amount of telephone numbers available for each customer's list may vary depending on switch type. (N)

(N)

## CALL MANAGEMENT SERVICES

### 1. Custom Calling Services - General Regulations (Cont'd)

#### 1.1 (Cont'd)

##### 1.1.5 Call Forwarding - Busy Line {1}

(T)

Allows incoming calls that encounter a busy condition to be automatically forwarded to another telephone number within the exchange or the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of charges for each call between the Call Forwarding-equipped telephone line and the line to which the call is being forwarded. The forwarded-to number is designated by the subscriber when the service is ordered. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

##### 1.1.6 Call Forwarding - Don't Answer {1}

(T)

Allows incoming calls which are not answered after a customer-designated interval to be automatically forwarded to another telephone number within the exchange or the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of charges for each call between the Call Forwarding-equipped telephone line and the line to which the call is being forwarded. The forwarded-to number is designated by the subscriber when the service is ordered. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

##### 1.1.7 Remote Access to Call Forwarding

Permits a customer that also subscribes to the Call Forwarding feature (described in 1.1.2) to activate, deactivate or change Call Forwarding from a remote location by dialing a SWBT provided remote access telephone number. Remote Access to Call Forwarding can only be accessed from a Dual-Tone Multi-Frequency (DTMF) telephone which has a full set of characters including "\*" and "#".

##### 1.1.8 Three-Way Calling

Permits a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

##### 1.1.9 Speed Calling {2}

(T)

Permits a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number; 8-Code capacity and/or 30-Code capacity may be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunting lines.

{1} Features with Call Forwarding capabilities cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premises.

{2} For residence customers Speed Calling 30 is obsolete except for existing customers at existing locations only. Speed Calling 30 is available to business customers.

(D)

(D)

(T)

(T)

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### CALL MANAGEMENT SERVICES

#### 1. Custom Calling Services - General Regulations (Cont'd)

- 1.2 Custom Calling Services are subject to availability and compatibility with central office equipment, access lines and customer premises equipment. Custom Calling Services will not be provided in connection with party line, Centrex, PLEXAR, Public and Semi-Public Telephone Services, and trunk facilities associated with Direct Inward Dialing.
- 1.3 The Call Forwarding feature is offered for use with two-way PBX trunks subject to the following limitations:
  - 1.3.1 May be provided when compatible with the equipment configuration at the customer's premises.
  - 1.3.2 Available only in certain types of central offices.
  - 1.3.3 Available only with two types of hunting arrangements, multiline and series completion, and subject to the limitations of these hunting arrangements.
- 1.4 The services will be furnished only at locations where adequate and suitable facilities are available.
- 1.5 Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to this service or other services of SWBT will be furnished in accordance with regulations and at the rates specified in the applicable sections of this tariff.
- 1.6 When multiple features are activated on the same line, certain features may take precedence over others.
- 1.7 Due to the destruction or partial destruction of customers' premises as a result of the October 1994 floods in the 713 and 409 service area (in and around Houston, Texas), SWBT may waive the installation and monthly recurring charges for a period not to exceed ninety (90) days from October 20, 1994, on Call Forwarding, Call Forward-Busy Line/Don't Answer and Remote Access to Call Forwarding Services. These charges will only be waived when these services are established on the customer's existing local exchange service. Charges will not be waived on service established at a new location. This waiver of charges is only available to customers whose premises are located in the 713 and 409 service area (in and around Houston, Texas).

(C)

(C)



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### CALL MANAGEMENT SERVICES

#### 2. Custom Calling Services - Rates

- 2.1 The following rates and charges apply in addition to the established rates and charges for the services with which these features are associated.

The Priority Indicators listed below determine which rate applies to a feature. If a single feature is ordered, the Single Feature rate will apply. However, if features are ordered together, the feature with the lowest numeric value Priority Indicator will receive the Single Feature rate and the other features will receive the Additional Feature rate.

- 2.1.1 Call Waiting, Call Forwarding, Three-Way Calling and Speed Calling 8-code capacity.

<u>Feature</u>	<u>Priority Indicator</u>	<u>Residence</u>			<u>USOC</u>
		<u>Monthly Rate</u>		<u>Installation Charge{1}</u>	
		<u>Single Feature</u>	<u>Additional Feature</u>		
Call Waiting	1	\$ 2.80	\$ 2.80	\$ 2.70	ESX
Call Forwarding {4}	2	2.10	1.40	2.70	ESM
Three-Way Calling	3	2.10	1.40	2.70	ESC
Speed Calling 8	4	2.10	1.40	2.70	ESL

<u>Feature</u>	<u>Priority Indicator</u>	<u>Business</u>			<u>USOC</u>
		<u>Monthly Rate</u>		<u>Installation Charge{2}{3}</u>	
		<u>Single Feature</u>	<u>Additional Feature</u>		
Call Waiting	2	\$ 3.25	\$ 2.50	\$ 5.40	ESX
Call Forwarding {4}	1	3.50	3.50	5.40	ESM
Three-Way Calling	3	2.50	1.50	5.40	ESC
Speed Calling 8	4	2.50	1.50	5.40	ESL

- {1} Installation charge of \$2.70 per feature with maximum installation charge of \$5.40 for two or more Call Management services per request per line, except when Simultaneous Call Forwarding is established.
- {2} Installation charge of \$5.40 per feature with maximum installation charge of \$10.75 for two or more Call Management services per request per line, except when Simultaneous Call Forwarding is established.
- {3} Installation charge will not apply with purchase of BizSaver.
- {4} See Paragraph 1.7 preceding.

(C)

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 Southwestern Bell Telephone Company  
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### CALL MANAGEMENT SERVICES

#### 2. Custom Calling Services - Rates (Cont'd)

##### 2.1 (Cont'd)

	<u>Residence</u>		<u>Business</u>		<u>USOC</u>	
	<u>Monthly Installation Rate</u>	<u>Charge<sup>1</sup></u>	<u>Monthly Installation Rate</u>	<u>Charge<sup>2</sup></u>		
2.1.2 Speed Calling 30-Code capacity per line <sup>6</sup>	\$ 3.20	\$ 2.70	\$ 3.20	\$ 5.40	ESF	(T)
2.1.3 Simultaneous Call Forwarding <sup>4, 5</sup>	2.10	16.15 <sup>3</sup>	2.65	16.15 <sup>3</sup>	ESD	(T)
2.1.4 Selective Call Forwarding Only	2.00	2.70	2.65	5.40 <sup>7</sup>	SFA	(N)
2.1.5 Selective Call Forwarding with other CCS features	1.00	2.70	1.00	5.40 <sup>7</sup>	SFAP1	(N)

<sup>1</sup> Installation charge of \$2.70 per feature with maximum installation charge of \$5.40 for two or more Call Management services per request per line, except when Simultaneous Call Forwarding is established.

<sup>2</sup> Installation charge of \$5.40 per feature with maximum installation charge of \$10.75 for two or more Call Management services per request per line, except when Simultaneous Call Forwarding is established.

<sup>3</sup> Applies in addition to the installation charge for other features established on the same line.

<sup>4</sup> One Call Forwarding Feature (ESM) applicable per line/trunk arranged.

<sup>5</sup> One Simultaneous Call Forwarding Feature (ESD) and one Call Forwarding Feature (ESM) applicable per line/trunk (non-hunting) used to establish connection.

<sup>6</sup> For residence customers Speed Calling 30 is obsolete except for existing customers at existing locations. Speed Calling 30 is available to business customers.

<sup>7</sup> Installation charge will not apply with purchase of BizSaver.

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 Southwestern Bell Telephone  
 Dallas, Texas  
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# CALL MANAGEMENT SERVICES

## 2. Custom Calling Services - Rates (Cont'd)

### 2.1 (Cont'd)

#### 2.1.6 (Cont'd)

	<u>Residence</u>		<u>Business</u>		<u>USOC</u>	
	<u>Monthly Installation Rate</u>	<u>Charge{1}</u>	<u>Monthly Installation Rate</u>	<u>Charge{2}</u>		
Call Forwarding - Busy Line {3}	\$ 0.75	\$ 2.70	\$ 3.00	\$ 5.40	EVB	(C)
Call Forwarding - Don't Answer {3}	0.75	2.70	3.00	5.40	EVD	(C)
Call Forwarding - Busy Line/ Don't Answer {3}	1.00	5.40	4.00	10.75	ESE	(C)

	<u>Residence</u>		<u>Business</u>		<u>USOC</u>	
	<u>Monthly Installation Rate</u>	<u>Charge{1}</u>	<u>Monthly Installation Rate</u>	<u>Charge{2}</u>		
2.1.7 Remote Access to Call Forwarding {3}	\$ 1.00	\$ 2.70	\$ 2.75	\$ 5.40	RC3	(C)

- {1} Installation charge of \$2.70 per feature with maximum installation charge of \$5.40 for two or more Call Management services per request per line, except when Simultaneous Call Forwarding is established.
- {2} Installation charge of \$5.40 per feature with maximum installation charge of \$10.75 for two or more Call Management services per request per line, except when Simultaneous Call Forwarding is established.
- {3} See Paragraph 1.7 preceeding.

(C)

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Southwestern Bell Telephone  
Dallas, Texas  
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### CALL MANAGEMENT SERVICES

#### 2. Custom Calling Services - Rates (Cont'd)

##### 2.2 Moves and Changes

2.2.1 Installation charges will apply when changing from the 8-Code capacity to the 30-Code capacity, or vice versa.

2.2.2 Installation charges will apply when the customer's telephone number is changed for his convenience.

2.2.3 Installation charges will not apply on outside moves of service if there is no telephone number change.

2.2.4 Where facilities permit, customers may change Speed Calling codes from their premises at no charge. Installation charge will apply per line where the Speed Calling codes are changed by SWBT at the customer's request. Where facilities do not permit the customer to make changes in Speed Calling codes, no installation charge will apply for such changes made by SWBT.

2.2.5 When, at the customer's request, the forwarded-to number or the customer-designated number of rings for Call Forwarding - Busy Line and/or Call Forwarding - Don't Answer is changed, installation charges will apply as set forth in 2.1.6 preceding, except when such changes are made in accordance with the provisions of 2.2.6 following.

(T)  
(N)

2.2.6 When an Enhanced Service Provider (ESP) makes changes to its equipment such that there is a change required on features of Call Forwarding-Busy Line/Don't Answer associated with the exchange line of itself or its patron(s), the ESP may request SWBT to change numerous "forwarded to" numbers associated with exchange lines of itself or its patrons on a mechanized basis in bulk rather than on a line by line basis. For example, a change in the location of the ESP's premises could require all of its patrons to change the "forwarded to" number associated with their Call Forwarding feature. When the Telephone Company has the appropriate authorization from the ESP to change all of the ESP's patron(s) features using Call Management Rearrangement, the Telephone Company will develop a mechanized means for making these requested changes in bulk. The ESP will be required to provide all necessary information to the Telephone Company in a mechanized data format acceptable to the Telephone Company and will be assessed the Call Management Rearrangement Charges listed in 2.2.7 following. The ESP will be allowed to pay the applicable charges on behalf of the customer.

(N)

##### 2.2.7 Call Management Rearrangement Charges

(R)

These charges are applicable when the Telephone Company is able to develop a mechanized program to make changes in bulk rather than on a line by line basis.

	Charge
per request {1}	\$4100.00
per program run {2}	\$ 10.00
per line changed	\$ 1.00

(R)

{1} This charge (per request) for Call Management Rearrangement is based on the Telephone Company being able to develop a mechanized program for making the changes in bulk. If, due to the ESP's specifications, more than one program is required, the ESP will be assessed a "per request" charge for every program required.

(N)

{2} The number of program runs required is dependent on the total number of lines to be changed as well as the location and wire center concentration of those lines.

(N)

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Southwestern Bell Telephone  
Dallas, Texas  
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### CALL MANAGEMENT SERVICES

#### 3. Call Control Options - General Regulations

Call Control Options (CCO) are comprised of a group of features which permit customers to efficiently manage the call flow generated over their Local Exchange Access Lines. This management is possible only where the calling party's telephone number is sent from the central office originating the call to the terminating central office serving the called party.

3.1 CCO is only available to single-line residence and business customers where facilities are available.

3.2 A monthly rate will apply to all CCO features which are purchased on a flat-rated basis. Call Trace will be billed on a per successful trace basis. Call Return and Auto Redial may be used on a usage sensitive per activation basis by customers in Abilene and Victoria beginning January 1, 1995. Customers who use Auto Redial and Call Return on a usage sensitive basis will only be subject to the appropriate activation charge per occurrence.

(T)  
(T)  
(N)  
|  
(N)

President - Texas Division  
Southwestern Bell Telephone Company  
Dallas, Texas  
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#### CALL MANAGEMENT SERVICES

#### 4. Call Control Options - Features

- 4.1 Call Control Options are optional telephone service arrangements which provide one or more of the following features:

##### 4.1.1 Call Blocker

Permits the customer to block the last incoming call and/or calls from previously specified telephone numbers. To block specified telephone numbers, the customer can create a list of telephone numbers by dialing an activation code. SWBT's equipment will screen incoming calls against the customer's list and block those on the list. If the customer receives an unwanted call from an unknown telephone number, the customer may block future calls from that unknown telephone number by dialing an activation code. Blocked telephone numbers are directed to a SWBT recorded announcement. The blocking feature will not function if CCO is not also available in the central office of the calling party's telephone number. Standard call completion will occur in those instances. (E)

##### 4.1.2 Priority Call {1}

Permits the customer to preselect telephone numbers that can be given a distinctive alerting signal, ring or Call Waiting tone. {2} The customer can create a list of telephone numbers by dialing an activation code. SWBT's equipment will screen incoming calls against the customer's list and provide the appropriate signal, ring or tone. (E)

##### 4.1.3 Call Return

Permits the customer to automatically redial the telephone number of the most recently completed incoming call or attempted incoming call. If the telephone number is busy, SWBT's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of this feature in an attempt to establish the call. This feature will not function if the calling party's telephone number has been Call-Forwarded. Also, this feature will not function from a line or trunk that does not have an associated telephone number, e.g., multi-line hunting groups.

##### 4.1.4 Auto Redial

Permits the customer to automatically redial the last outgoing telephone number dialed. If the redialed telephone number is busy, SWBT's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of this feature in an attempt to establish the call.

- {1} Some customer-premises equipment may not be compatible with Priority Call service.  
{2} A customer may subscribe to both Priority Call and Call Waiting features. A distinctive Call Waiting tone is provided with the Priority Call feature.

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 Dallas, Texas  
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**CALL MANAGEMENT SERVICES**

**4. Call Control Options - Features (Cont'd)**

**4.1 (Cont'd)**

**4.1.5 Call Trace {1}**

Permits the customer to initiate an attempted trace of the last completed incoming call by dialing an activation code immediately after the call is terminated. If a trace is successful, SWBT's equipment will record the incoming call detail (not the conversation). A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. SWBT will not provide the results of the trace (i.e., the telephone number traced) to the customer. Such call detail may be provided only to law enforcement authorities upon proper request. For further action to be taken, the customer is required to contact SWBT during normal business hours.

**5. Call Control Options - Rates**

5.1 The rates and charges apply in addition to the established rates and charges for the services with which these features are associated. The packaged rates as described below apply when the customer requests multiple CCO features.

(T)  
 (D)  
 |  
 (D)

**5.1.1 Call Control Options Feature Rates**

	<u>Residence</u>			
	<u>Monthly Rates</u>		<u>Installation Charge{2}</u>	<u>USOC</u>
	<u>Individual</u>	<u>Packaged</u>		
Features	\$ 0.00	\$ 0.00	\$ 0.00	NSP
Call Blocker	2.00	2.00	2.70	NSY
Call Return	3.00	3.00	2.70	NSS
Priority Call	2.50	1.00	2.70	NSK
Auto Redial{6}	2.00	2.00	2.70	NSQ
Two or More Features	{4}	{4}	5.40	---

(T)

	<u>Business</u>			
	<u>Monthly Rates</u>		<u>Installation Charge{3}{5}</u>	<u>USOC</u>
	<u>Individual</u>	<u>Packaged</u>		
Features	\$ 0.00	\$ 0.00	\$ 0.00	NSP
Call Blocker	3.00	2.00	5.40	NSY
Call Return{6}	4.00	3.50	5.40	NSS
Priority Call	3.00	2.00	5.40	NSK
Auto Redial{6}	4.00	3.50	5.40	NSQ
Two or More Features	{4}	{4}	10.75	---

(T)  
 (T)

(See Sheet 9.1 for Footnotes)

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CALL MANAGEMENT SERVICES

5. Call Control Options - Rates (Cont'd)

5.1 (Cont'd)

5.1.1 Call Control Options Feature Rates (Cont'd)

The following features and associated charges are offered on a usage sensitive trial basis in the Victoria and Abilene exchanges only, where facilities permit.

Charge Per Use  
(Usage Sensitive)  
Per Activation

	<u>USOC</u>	<u>Victoria</u>	<u>Abilene</u>
		<u>Per Activation</u>	
Auto Redial {7}{8}{9}	NV8	\$ 0.40	\$ 0.40
Call Return {7}{8}{10}	NV9	0.50	0.50

- (1) At its option or upon receipt of a proper request from a law enforcement agency, SWBT will set up a temporary tracing arrangement using Call Trace or manual trap and trace where Call Trace is not available at no charge to the customer when in the judgment of SWBT or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property and the customer has not subscribed to Call Trace or subscription to Call Trace is not a suitable solution.
- (2) Installation charge of \$2.70 per feature with maximum installation charge of \$5.40 for two or more Call Management services per request per line.
- (3) Installation charge of \$5.40 per feature with maximum installation charge of \$10.75 for two or more Call Management services per request per line.
- (4) The total monthly rate is dependent upon the combination of features.
- (5) Installation charge will not apply with purchase of BizSaver.
- (6) Flat-Rated basis only.
- (7) This feature is offered on a usage sensitive basis as a trial offering in the Victoria and Abilene exchanges only, where facilities permit. The trial will commence on January 1, 1995 and expire on December 31, 1995. During this time period, SWBT reserves the right to withdraw the trial upon 30 day notification to customers. This feature will be offered to customers at no charge for the first 30 days following the tariff effective date of January 1, 1995.
- (8) This feature will be deactivated, at no charge to the customer, upon request.
- (9) A usage cap will apply to all subscribers for this feature. No customer will be billed more than \$3.60 for usage in any given billing month.
- (10) A usage cap will apply to all subscribers for this feature. No customer will be billed more than \$4.00 for usage in any given billing month.



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Southwestern Bell Telephone of Texas  
Dallas, Texas  
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### CALL MANAGEMENT SERVICES

#### 5. Call Control Options - Rates (Cont'd)

##### 5.1 (Cont'd)

	Monthly Rate	Per Activation	Residence Installation Charge {1}	Business Installation Charge {2}	USOC	
5.1.2 Call Trace	\$ 0.00	\$10.00	\$ 2.70	\$ 5.40	NST	(R)(I)

##### 5.2 Moves and Changes

5.2.1 Installation charges will apply when the customer's telephone number is changed for his convenience.

5.2.2 Installation charges will not apply on outside moves of service if there is no telephone number change.

#### 6. Personalized Ring Service - General Regulations {3}

6.1 Personalized Ring service permits a customer to establish up to three telephone numbers on the same access line and to distinguish calls to each number by distinctive incoming ring patterns. The billing telephone number is the "master" number and the other telephone numbers are "dependent" numbers. The standard ringing pattern is provided for the master number while distinctive ringing patterns are provided for a maximum of two dependent numbers.

6.2 Personalized Ring service is available to single line residence and business customers where facilities are available. A telephone number for a disconnected access line may be utilized as a Personalized Ring telephone number if available. Personalized Ring is not available with the following services: party lines, Centrex, Plexar, public, semi-public and Private Coin, hunting arrangements, foreign exchange, FGA lines that are Remote Call Forwarded.

6.3 When a Personalized Ring customer subscribes to any Call Forwarding feature, dependent numbers can either be forwarded to the same number as the master number or receive no forwarding treatment at all. If a customer subsequently requests SWBT to change the forwarding treatment of the dependent numbers, an installation charge equivalent to the one feature Call Forwarding installation charge will apply as specified in Paragraph 2 preceding.

6.4 When a Personalized Ring customer subscribes to Call Waiting, incoming calls to the master number will activate the standard Call Waiting tone. Incoming calls to the dependent numbers will activate a distinctive Call Waiting tone per dependent number.

6.5 A directory listing is furnished per telephone number. When a customer requests the dependent numbers to be nonpublished or nonlisted, SWBT will provide without charge. However, if the master number and all dependent numbers are nonpublished and/or nonlisted, the appropriate monthly rate, in accordance with the provisions of Section 12 of this tariff, is applicable to the master number.

{1} Installation charge of \$2.70 per feature with maximum installation charge of \$5.40 for two or more Call Management services per request per line.

{2} Installation charge of \$5.40 per feature with maximum installation charge of \$10.75 for two or more Call Management services per request per line.

{3} Some equipment may not be compatible with Personalized Ring service.

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Southwestern Bell Telephone Company  
Dallas, Texas  
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### CALL MANAGEMENT SERVICES

#### 6. Personalized Ring Service - General Regulations (Cont'd)

- 6.6 Other than the allowances for calls to Directory Assistance Service which are furnished with the master number, in accordance with the provisions of Section 11 of this tariff, no additional allowances for calls to Directory Assistance Service are provided with Personalized Ring service.
- 6.7 Service Connection Charges, in accordance with the provisions of Section 27 of this tariff, are applicable for telephone number changes per telephone number.

#### 7. Personalized Ring Service - Rates

- 7.1 The following rates and charges apply in addition to the established rates and charges for the access line (master number) and any other services with which Personalized Ring service is associated.

	<u>Residence</u>		<u>Business</u>		<u>USOC</u>	(N)
	<u>Monthly Installation Rate</u>	<u>Charge<sup>1 2 3</sup></u>	<u>Monthly Installation Rate</u>	<u>Charge<sup>1 2 4</sup></u>		
One Dependent Number	\$ 4.00	\$ 2.70	\$ 6.00	\$ 5.40	DRS	
Two Dependent Numbers						
--First	4.00	\$ 2.70	\$ 6.00	\$ 5.40	DRS1X	
--Second	2.00	_____	2.00	_____	DRS2X	

#### 7.2 Moves and Changes

- 7.2.1 Installation charges will apply when the customer's telephone number is changed for his convenience.
- 7.2.2 Installation charges will not apply on outside moves of service if there is no telephone number change.

<sup>1</sup> Only one installation charge applies when the second dependent number is ordered at the same time as the first dependent number. When the second dependent number is ordered after the first dependent number an installation charge of \$2.70 for residence and \$5.40 for business applies. (T)

<sup>2</sup> A maximum installation charge of \$5.40 for residence and \$10.75 for business customers is applicable when Personalized Ring service is ordered in conjunction with other Call Management services. (E)

<sup>3</sup> Effective on August 1, 1993, and continuing through September 30, 1993, the residence installation charge does not apply due to a promotional offering. (T)

<sup>4</sup> Installation charge will not apply with purchase of BizSaver. (N)

## CALL MANAGEMENT SERVICES

### 8. ComCall Service - General Regulations (1)

- 8.1 ComCall service provides customers the ability to set up internal intercom calls between multiple telephone extensions. The customer establishes intercom calls by dialing a particular code and hanging up the telephone handset. A distinctive ringing pattern is activated to alert all extension users of an intercom call. The service also allows the customer to put an outside call on hold and to then initiate an intercom call.
- 8.2 A ComCall customer must also subscribe to Three-Way Calling (see Paragraph 2 preceding for the appropriate rates) for ComCall to function.
- 8.3 ComCall service is available to single-line residence and business customers where facilities are available. ComCall service is not available on party lines, Centrex, Plexar, public, semi-public and Private Coin or Multi-line Hunting Group.
- 8.4 When a ComCall customer subscribes to Call Waiting, the Call Waiting feature is deactivated for the duration of an intercom connection. During this situation an incoming caller will receive busy treatment.

### 9. ComCall Service - Rates

- 9.1 The following rates and charges apply in addition to the established rates and charges for the services with which ComCall service is associated. However, from March 1, 1991 through December 31, 1991, the installation charge for these services will be waived when military personnel returning from "Operation Desert Storm" apply to reestablish their residence telephone service.

	<u>Residence</u>		<u>Business</u>		<u>USOC</u>
	<u>Monthly Installation Rate</u>	<u>Charge (2)</u>	<u>Monthly Installation Rate</u>	<u>Charge (2)</u>	
ComCall	\$ 2.00	\$ 2.70	\$ 2.50	\$ 5.40	E1N

### 9.2 Moves and Changes

- 9.2.1 Installation charges will apply when the customer's telephone number is changed for his convenience.
- 9.2.2 Installation charges will not apply on outside moves of service if there is no telephone number change.

(1) Some equipment may not be compatible with ComCall service.

(2) A maximum installation charge of \$5.40 for residence and \$10.75 for business customers is applicable when ComCall is ordered in conjunction with other Call Management services.

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Southwestern Bell Telephone Company  
Dallas, Texas  
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## CALL MANAGEMENT SERVICES

### 10. Customer Alerting Enablement

#### 10.1 Description of Service

Customer Alerting Enablement permits residence and business exchange access lines to receive an alerting tone (intermittent dial tone) from the customer's serving central office.

#### 10.2 Availability of Service

Customer Alerting Enablement is available where facilities permit. Customer Alerting Enablement is not available on party line, PBX trunk, Centrex, PLEXAR, Public and Semi-Public telephone service.

#### 10.3 Rates

	<u>Residence</u>	<u>Business</u>	
	<u>Installation Charge (1)</u>	<u>Installation Charge (2)</u>	<u>USOC</u>
Customer Alerting Enablement	\$ 2.70	\$ 5.40	AWS

#### 10.4 Moves and Changes

Installation charges will apply when the customer's telephone number is changed for his convenience.

Installation charges will not apply on outside moves of service if there is no telephone number change.

- (1) Installation charge of \$2.70 per feature with maximum installation charge of \$5.40 for two or more Call Management services per request, per line.
- (2) Installation charge of \$5.40 per feature with maximum installation charge of \$10.75 for two or more Call Management services per request, per line.

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Southwestern Bell Telephone Company  
Dallas, Texas  
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CALL MANAGEMENT SERVICES

11. Hot Line/Warm Line (1)

(N)

11.1 Description of Service

11.1.1 Hot Line provides an access line the capability to automatically originate a call to a preassigned number. The call is immediately and automatically triggered by an off-hook condition. Incoming calls are received normally. Hot Line is available only where facilities permit.

11.1.2 Warm Line provides an access line the capability to automatically originate a call to a preassigned number. The call is triggered by an off-hook condition, but after a five second waiting period. During the five second waiting period, the customer may manually dial an outgoing call. Incoming calls are received normally. Warm Line is available only where facilities permit.

11.2 Hot Line/Warm Line-Rates

The following rates and charges apply in addition to the established rates and charges for the access line and any other associated services.

	<u>Monthly Rate</u>	<u>Installation Charge (2)</u>	<u>Service Charge (3)</u>	<u>USOC</u>
HOT LINE	\$ 3.00	\$ 5.40	\$ 5.00	HLA
WARM LINE	3.00	5.40	5.00	WLS

(N)

(1) Coin, multi-party and multi-lines are excluded from employing the Hot Line and Warm Line features.

(N)

(2) A maximum installation charge of \$5.40 is applicable when Hot Line or Warm Line is ordered in conjunction with other Call Management services.

(3) The Service Charge of \$5.00 will be applied for any subsequent change in the called number.

(N)

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Southwestern Bell Telephone Company  
Dallas, Texas  
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### CALL MANAGEMENT SERVICES

#### 12. BizSaver

##### 12.1 General Regulations

BizSaver is a grouping of Call Management Services that offers a monthly discount as a part of the customers monthly billing for business customers who subscribe to a predefined group of services.

##### 12.1.1 Customers can subscribe to either of the following arrangements:

###### A. BizSaver A includes these services:

1. Personalized Ring plus:
2. Any combination of two of the following:

Auto Redial (Flat-Rated)	Priority Call
Call Blocker	Remote Access to Call Forwarding
Call Forwarding	Selective Call Forwarding
Call Return (Flat-Rated)	Speed Calling 8
Call Waiting	Three-Way Calling

###### B. BizSaver B includes these services:

1. Caller ID (Name, Number, or Name and Number) plus:
2. Any combination of two of the services listed in 12.1.1.A.2 (BizSaver A) above.

Customers may subscribe to any of these services on an individual basis under the terms specified in the appropriate tariff sections.

##### 12.1.2 The BizSaver offering is available only to business customers and is subject to the availability and limitations specified in the tariffs for the individual services.

##### 12.1.3 The Installation Charge applicable to upgrading from residence to business service is waived when the customer upgrades and orders BizSaver.

#### 12.2 Rates

The rates and charges for the individual services apply in addition to the established rates and charges for the access line with which this offering is associated. The BizSaver discount is applied as credit to the customer's account. Only one Call Management discount can apply per line, except when the customer purchases Anonymous Call Rejection and/or Calling Name Delivery and Calling Number Delivery with a BizSaver package. SWBT will apply the largest applicable discount to the customer's account.

(C)

(C)

	<u>USOC</u>	<u>Monthly Credit</u>
BizSaver A	NLRBA	\$3.00 <sup>CR</sup>
BizSaver B	NLRBV	3.00 <sup>CR</sup>

President - Texas Division  
Southwestern Bell Telephone Company  
Dallas, Texas  
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#### CALL MANAGEMENT SERVICES

### 13. Caller ID Service - General Regulations

13.1 Caller ID Service is the general category of the following services which assist customers in the management of incoming calls.

13.1.1 Calling Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber's access lines. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Calling Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.

13.1.2 Calling Name Delivery - Enables the Caller ID subscriber to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide and connect their own compatible CPE to process the Calling Name Delivery transmission.

13.1.3 Anonymous Call Rejection (ACR) - Allows customers to automatically reject all calls that have been marked anonymous (see 13.2, following) by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

13.2 Any SWBT calling party may prevent the delivery CPN and of Calling Party Name to the called party by dialing an access code (\*67 on their touch-tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.

If a calling party activates blocking, the CPN and Calling Party Name will not be transmitted across the line. Instead, Caller ID subscribers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name and number delivery.

Per-line blocking will be offered at no charge to a particular customer if the Commission receives from the customer written certification that the customer has a compelling need for per-line blocking. Where facilities permit, per-line blocking customers may unblock, at no charge, their calls on a per-call basis by dialing an access code (\*82 or 1182 on the telephone) immediately prior to placing a call. (T)

The blocking of CPN and Calling Name Delivery will not be provided on calls originating from public, semi-public and Customer-Owned Pay Telephone services. (T)

13.3 Caller ID will be provided in connection with individual and multiline residence and business lines. Although this service is available on line-side PBX trunk connections, it is not available on trunk-side PBX connections, such as DID. In addition, party line, Centrex, Plexar, public and semi-public telephone services are excluded from this tariff offering.

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Southwestern Bell Telephone Company  
Dallas, Texas  
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#### CALL MANAGEMENT SERVICES

#### 13. Caller ID Service - General Regulations (Cont'd)

13.4 Caller ID Service is offered on a subscription basis which requires the customer to order the service. Where Caller ID service is available, any calling party, whether they subscribe to Caller ID or not, has per Call Blocking capability, unless that customer is calling from a public, semi-public or customer-owned pay telephone service.

13.5 SWBT shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party has requested to be omitted from the telephone directory or the disclosing of such name or telephone number to any person.

SWBT shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

SWBT shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunication utility by SWBT.

13.6 A person may not use Caller ID service to compile and sell specific local call information without the affirmative consent of approval of the originating telephone customer. This restriction does not prohibit the Caller ID subscriber from:

- (1) verifying network performance or testing the provision of caller identification service;
- (2) compiling, using, and disclosing aggregate Caller ID information; or
- (3) complying with applicable law or legal process.

#### 14. Caller ID Service - Feature Interactions

14.1 Caller ID information will not be displayed under the following conditions:

- (A) If the called party is off-hook.
- (B) If the called party answers during the first ring interval.

14.2 Caller ID is not available with distinctive ringing services having a silent interval length insufficient for CPN transmission.

14.3 Identification of specific stations or extensions served by CPE is not possible. The main directory number and name of the CPE will be displayed.

14.4 Caller ID will not be displayed for calls made on a multiparty line. The called party will receive an "unavailable" indicator.

14.5 Caller ID will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities.



President - Texas Division  
Southwestern Bell Telephone Company  
Dallas, Texas  
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14. Caller ID Service - Feature Interactions (Cont'd)

- 14.6 When Caller ID service is provided in connection with line-side PBX trunk connections, SWBT makes no guarantee that the calling party information will be delivered in a manner such that the customer's equipment will be able to transmit that information to the stations or extensions served by the CPE. Customers subscribing to Caller ID services in conjunction with line-side PBX connections are responsible for the provision of compatible CPE which will receive, translate, display and/or store the transmitted data. The installation, repair, and technical capability of that equipment to function in conjunction with Caller ID services on line-side PBX connections will be the responsibility of the customer. SWBT assumes no liability and will be held harmless for any damage to the customer's equipment due solely to the transmission of the calling party information or for any incompatibility of the customer's equipment to perform satisfactorily with the information transmitted.